



END-USER SERVICES FACT SHEET

Agency Consolidated End-user Services (ACES)

ACES provides End-User services to the NASA community through standardized products providing IT services. These services are categorized into three areas: General, Base, and Seat Services.

ACES General and Base Services are Agency Information Technology (IT) services that are available to all NASA employees and contractors, and are paid for at the Agency level. General and Base Services include:

Base Services:	General Services:
<ul style="list-style-type: none"> - Email & Collaborative Calendaring - Instant Messaging - Active Directory - IT Security-related Management - Two-Factor User Authentication Token Distribution - Loaner Pool Management - Print Queue Infrastructure Management 	<ul style="list-style-type: none"> - ACES Product Catalog (APC) - Temporary Seats - ACES Service Desk - ACES Field Support - Developmental Test Labs

ACES Seats include hardware, software, and support for a variety of computing, print, and cellular services. These services are provided, managed, and paid for on a monthly basis by the end-users' organizations. The following are available ACES Seats:

- **Standard Premium ("S") Computing Seat** is a computing platform and OS bundled with set service levels for a premium solution, and includes:
 - Desktop or Laptop with docking station that is compliant with NASA-STD-2805x specifications
 - Standard Load Software in accordance with NASA-STD-2804x
 - Standard Monitor in accordance with NASA-STD-2805x, with option for No Monitor
 - System Administration Support
 - Data Backup and Restore Services
 - Return-to-Service (RTS) within 8 business hours
 - Hardware Refresh every 3 years
- **Modifiable ("M") Computing Seat** is a computing platform with modifiable service levels for additional hardware platform, operating system, support, and functionality options to provide added functionality.
 - Monitor (None, Standard, Standard +10%, Standard +20%)
 - RTS (2 business hours, 8 business hours)
 - Hardware Refresh every 3 years
 - Docking Station (Yes, No)
 - Virtual Machine Service (Local, Remote, None)
 - Data Backup/Restore Service (Yes, No)

- **Build (“B”) Computing Seat** is intended to meet even more diverse requirements by allowing selection from the full HP, Lenovo, Dell, and Apple product lines at a 17% – 30% discount off of MSRP depending on manufacturer. Two examples of a B computing seat: ultra light Dell e6320 and MacBook Air 13”. Service level options for hardware maintenance, system administration, standard load software, virtual machine service, and data backup/restore are also available.
- The **X-Build** is not a seat, but is a means of obtaining system and/or support services outside of typical desktop computing requirements, e.g., for test or lab units. Products from any commercially-available product line are available for purchase via the ACES Product Catalog (APC), and service level options for system administration, standard load software, virtual machine service, and data backup/restore are also available.
- **Thin Client (“T”) Computing Seat** is a computing solution employing a “thin client” appliance at the desktop where the bulk or majority of computing function is performed on a server rather than on the local platform. The T seat provides the same functionality and performance as an S or M seat at a lower cost.
- **Cell Phone Seat** is a cellular device with bundled service and support, including 500-voice minutes/month, voicemail, unlimited texting, and 18-month refresh. The End User may choose service from AT&T/T-Mobile or Verizon.
- **Smart Phone Seat** includes options for smart phone, e.g., Blackberry or iPhone services with 500 voice minutes/month, voicemail, unlimited data, unlimited texting, and 18-month refresh. The End User may choose service from AT&T/T-Mobile or Verizon.
- **Pager Seat** options include numeric, alphanumeric, or 2-way alphanumeric pagers; local, statewide, nationwide, or toll free service plans, voicemail notification, and RTS options.
- **Multi-Functional Device (MFD) Seat** provides combined functionality of network printing, faxing, copying, and scanning capabilities with B/W and color output in desktop and floor models. Includes all consumables, hardware, maintenance, and 4-year refresh.
- **Network Printer (PRN) Seat** provides basic B/W and/or color network printers at varying performance levels. Includes all consumables, hardware, maintenance, and 4-year refresh.
- **Virtual Team Service (VTS) Seat** provides the capability to conduct virtual team meetings with WebEx.

For more information on the ACES contract, visit

- <http://i3p.nasa.gov/>
- <http://www.nssc.nasa.gov/aces/>
- [http://www.nasa.gov/offices/ocio/ittalk/4-2011 ACES 102.html](http://www.nasa.gov/offices/ocio/ittalk/4-2011%20ACES%20102.html)
- http://insidenasa.nasa.gov/ocio/i3p/i3p_aces_faq.html